Belgacom IDS 260
Belgacom Forum™ 700

User guide

belgacom

How to use this guide ?

You have a Belgacom IDS 260 digital telephone. The alphabetic keypad, the screen and the icons will help you use your telephone easily and make optimum use of the many functions offered.

Actions

Lift the receiver.

Hang up.

Description of an action or context.

Display

Smith John — Partial view of display.

Programmable keys and icons

Line key.

Icon corresponding to key.

Key programmed by technician to access service.

Keypad

Numeric keypad.

Alphabetic keypad.

Specific key on numeric keypad.

Audio keys

Loudspeaker.

Hands free.

Adjustment “reduce”.

Adjustment “increase”.

Other fixed keys

Fixed key.

MENU key.

Other symbols used

 Alternative to action sequence.

Important information.

These symbols can be supplemented by small icons or text. All default or customized function codes are given in the table of codes in the appended sheet. The features described in this manual and indicated with an asterisk (*) can only be accessed with some software versions.

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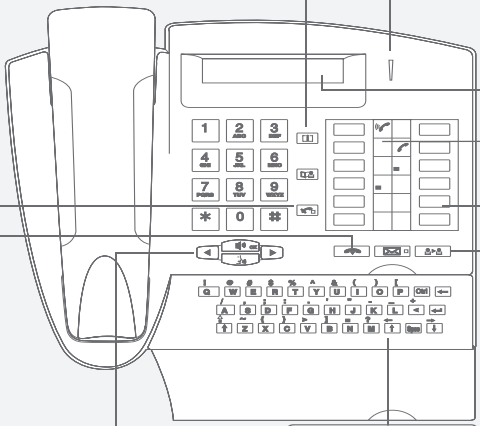
Getting to know your telephone

To check or modify your key programming

Calling from your personal directory

Light indicating messages received.



Mute key so that your correspondent can no longer hear you.
Intercom so that your terminal automatically answers a call without having to lift the receiver.

Hang-up key
To terminate a call or programming.

■ Audio keys

Loudspeaker:
to share a conversation

to reduce loudspeaker or receiver volume

to increase loudspeaker or receiver volume

Hands free:
to make or answer a call without lifting the receiver.

■ Alphabetic keypad

Protected by a flap, used for call by name, message service and programming. You have a self-adhesive **'Memo'** label to stick inside the flap.

Display

The screen displays several pages of information concerning the present call.

■ Programmable keys and icons

To make a call, activate a service or manage your calls.
Icons are associated with each of these keys:

Line icons:

Incoming call (flashing).

Call in progress.

Call on hold.

Call on common hold.

Function icons:

Function active.

Function requiring action.

Terminal or line busy.

Preprogrammed function keys:

Display new page.

Divert your calls to another terminal.

Three-way conference.

Automatically redial the last number dialled.

Access the various mail services.

Transfer call to another terminal.

1 Getting started

1.1 Identify the terminal you are on

Press this key twice.

1.2 Making and receiving a call

- **To make a call:**

lift the receiver

OR

hands free

for an outside line

dial the number for your call

- **To answer:**

lift the receiver

OR

hands free

1.3 Initializing your voice mailbox

light flashes		**enter your personal code then record your name according to voice guide instructions**

Your personal code is used to access your voice mailbox and to lock your telephone.

1.4 Consulting your voice mailbox

display of sender's identity and message broadcasting

1.5 Adjusting your telephone settings: ringer and brightness

for the ringer, press repeatedly on

for brightness, press repeatedly on

1.6 Programming direct call keys

press programmed key

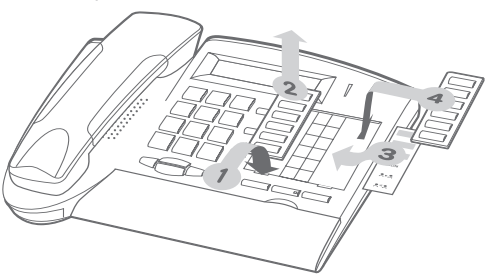
present value of selected key

enter the number

apply

1.7 Installing the programmable key label

A printed label is supplied with the terminal. This should be installed beneath the programmable keys.



1. Insert a flat " blade " into the slot (1 slot per key block).
2. Raise the cover.
3. Slide the printed label into position.
4. Replace the cover.

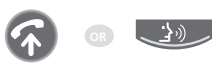
2 Using your telephone

2.1 Making a call

lift the receiver | hands free | programmed line key | dial the number for your call

For an outside line, dial '0' before the number.
For the operator, dial '11'.

2.2 Receiving a call



lift the receiver | hands free

2.3 Using call by name

enter the first letters of the name

display the correspondent's identity

2.4 Calling from your personal directory

directory

directory number required (0 to 9)

To program your personal directory, refer to the paragraph 'Programming your personal directory'.

2.5 Redialling*

select the **'Redial'** function

select the No. in the last ten issued

call required number

2.6 Requesting automatic callback if internal number is busy

internal number busy

"Automatic callback if terminal busy" programmed key or function code

3 During a conversation

During a conversation, different operations like calling a second person or transferring a call to another number can be done.

3.1 Sending DTMF signals

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine. The function is automatically cancelled when you hang up.

during a conversation

"DTMF End to End" programmed key or function code

same key to cancel

3.2 Calling a second person during a conversation

During a conversation, to call a second person.

dial number required

enter the first letters of the name

line key

the first call is on hold

3.3 Receiving a second call

During a conversation, another person is trying to call you.

caller's name or number flashing for 3 seconds

press line key with icon flashing

the first call is on hold

3.4 Switching between two calls (Broker call)

During a conversation, a second call is on hold.
To accept the second call:

press line key with
icon flashing

the first call is on hold

3.5 Transferring a call

During a conversation, to transfer the call to another number.

number to
be called

transfer

3.6 Three-way conference

During a conversation, a second call is on hold.

three-way
conference

cancel conference and return to first
correspondant

hang up on all
correspondents

3.7 Store a number*

To store the displayed number in the personal directory while a communication is in progress:

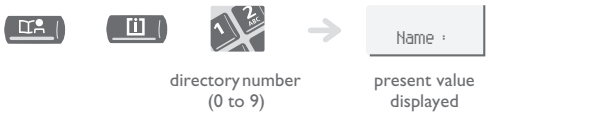
select a record in the
directory

enter the name of
your correspondent

apply
(twice)

4 Programming your telephone

4.1 Programming your personal directory



directory number (0 to 9)

present value displayed

erase present value

enter new label

enter correspondent's number

erase present value

internal or outside number to be entered

4.2 Customising your voice greeting

You can replace the greeting message by a personal message.

voice message service

recording

end of recording

apply

to return to the default message

4.3 Personal assistant: reaching you with one number only

personal assistant

select type of diversion

dial number of a colleague or your secretary

AND/OR

dial an outside line number

AND/OR

dial number of your DDS or DECT

AND/OR

activate/ deactivate transfer to operator

4.4 Modifying your personal code

Your personal code is used to access your voice mailbox and to lock your telephone. As long as your voice mailbox has not been initialized, personal code is 0000.

options

personal code

old code (4 digits)

new code (4 digits)

apply

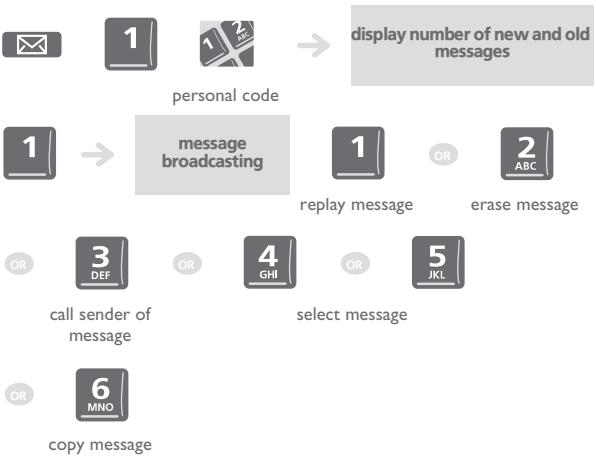
5 Keep in touch

If you do nothing, **Belgacom Forum 700** diverts calls to your voice mailbox.

5.1 Diverting your calls to your voice message service

5.2 When you return, consult recorded messages

The light indicates that messages have been received.



5.3 Divert your calls to another number

divert

number to be called

5.4 When you return, cancel all diversions

OR

programme another type of diversion

5.5 Activate/disable the personal assistant

personal assistant display status

personal assistant

to activate personal assistant

to deactivate personal assistant

apply

6 Sharing

6.1 Call pick-up

'Terminal call pick-up' programmed key or function code

number of telephone ringing

6.2 Answering a general bell

If the operator is absent, to answer incoming calls to the operator.

General bell is ringing

'General bell' programmed key

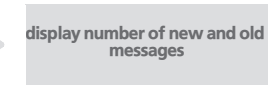
6.3 Manager/secretary filtering

"Filter" programmed key

incoming calls are filtered by a chosen person (secretary, etc.)

same key to cancel

6.4 Send a voice message copy



personal code | select message to copy | copy message

number to be called | correspondent's name | apply

add a correspondent | record a comment | send message

Declaration of compliance

We,
Alcatel Business Systems,
hereby declare that we assume

Digital terminal IDS 260 (Alcatel Reflexes 4020)

product to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council.

Any unauthorised modification to the product shall render this declaration of compliance null and void. A copy of the original of this declaration of compliance can be obtained by post from:

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